



# **2003 Annual Citizen Survey Results**

**City of Williamsburg  
January 5, 2004**

# CITY OF WILLIAMSBURG

## 2003 ANNUAL CITIZEN SURVEY RESULTS

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### EXECUTIVE SUMMARY

Each year, the City of Williamsburg conducts a survey of its citizens to assess the quality and value of local government services. The survey is one of several ways the city measures its performance with the goal of continuous improvement. This year **152** surveys were received in the mail, a **51%** response rate. All 152 were included in the tabulated results.

**Graph 1:** Weighted scores of the overall city performance from 1995 to 2003. The average overall score of **4.1** (very good) slightly down from the 2002 (4.2) score, but up slightly from the 2000 and 2001 (4.0) score.

**Graph 2:** The operating departments are graphed from 1995 to 2003. Departments weighted scores were consistent with prior years still averaging between very good and outstanding.

**Graph 3:** Weighted scores by "Value of Services," "Ease of Doing Business," and "Information From the City" are graphed from 1995 to 2003. Citizens continue to indicate that they feel as if they are getting their money's worth from city government and find it easy to do business with the city.

**Graph 4:** Average weighted scores for "Safety" (**8.5**), "Beauty" (**8.5**), and "Livability" (**8.7**) are graphed with previous years. Is Williamsburg moving toward the City Council Vision of being a city that is "*still more safe, beautiful, and livable?*" Respondents were asked to rate the City in each category on a scale of 1-10 with 10 being the highest. This year's scores were up from the 2002 scores.

**Graph 5:** Weighted scores for direct department contact for the categories of "Responsiveness," "Qualifications," "Courtesy," and "Satisfaction with Outcomes" are graphed from 1995 to 2003. "Courtesy" continues to be the highest scoring area for city employees with "Responsiveness," "Qualifications," and "Outcome" closely following. Most citizens indicated that they had the most contact with the following departments: Commissioner of Revenue, Finance, Police and Public Works & Utilities (Street/Landscape Division & Water & Sewer Division).

This year's survey also asked residents about their neighborhood associations and how well the city provides services and partners with city neighborhoods. **76%** of the residents surveyed indicated that they have some form of neighborhood association. **53%** indicated that their association was a formal association and **81%** said that they considered their association to be active. Of the residents surveyed, 27% said that their association meets quarterly or more, 6% meet semi-annually, 42% meet annually, and 25% meet when called.

Residents were also asked who they look to as leaders in their neighborhood associations. A variety of city residents were mentioned, most of which serve on the Neighborhood Council of Williamsburg.

## CITY OF WILLIAMSBURG

### 2003 ANNUAL CITIZEN SURVEY RESULTS

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The city scored a **3.9** (very good ) for providing services to neighborhoods and **3.6** (very good) on partnering with city neighborhoods to address neighborhood issues.

In addition to the statistical information, the open-ended comments are also very valuable in providing feedback on City services. We asked residents to comment on what they are **most pleased** with, and **what most needs improvement**. Where possible, a City employee will call respondents, thank them for their comments and offer to discuss their comments. In a few cases, we can take specific action to solve a problem.

A detailed recital of the comments is attached. It is an excellent way to get a sense of what is most important to City residents when they think about city government, both their “best” and their “worst.”

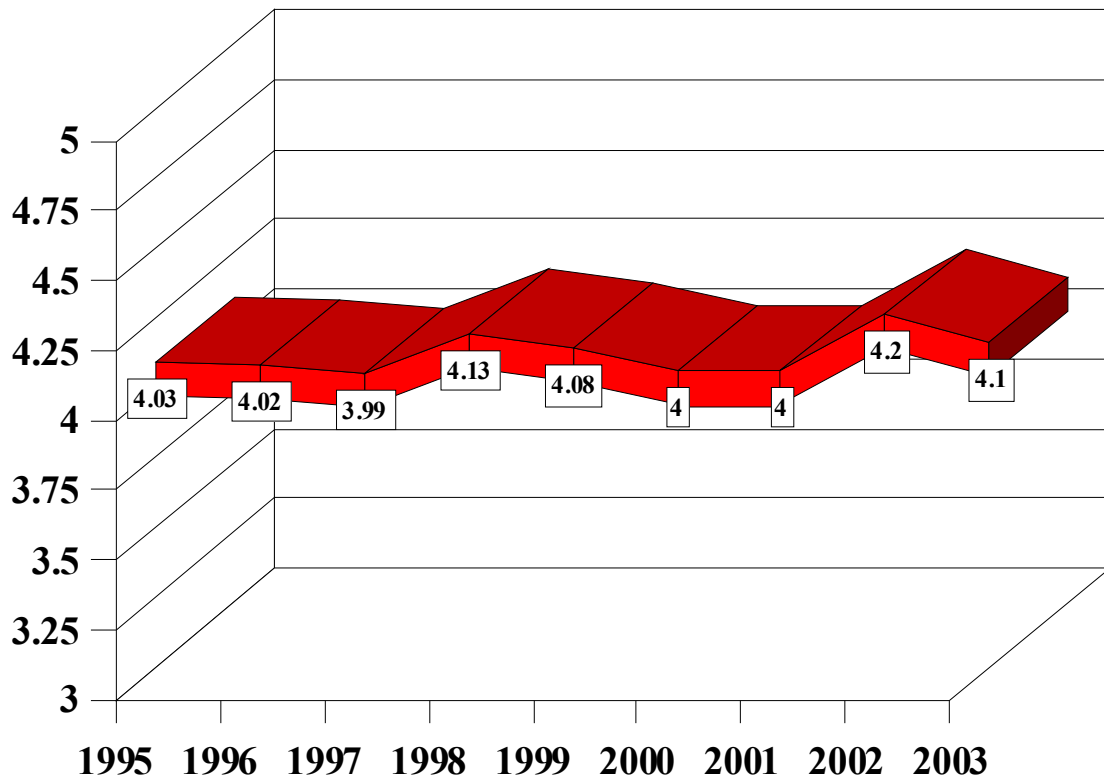
This report also includes information on survey goals and methodology, plus the questions and results of all questions.

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**CITY OF WILLIAMSBURG  
2003 ANNUAL CITIZEN SURVEY RESULTS**

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**GRAPH 1**  
**Overall Weighted Scores for Quality of Services**  
**the City Provides**  
**1995-2003**  
**5=Outstanding, 4=Very Good, 3=Good, 2=Poor, 1=Unacceptable**

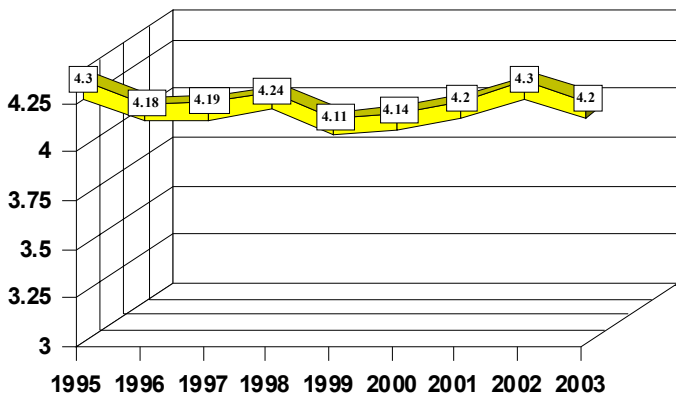


# CITY OF WILLIAMSBURG 2003 ANNUAL CITIZEN SURVEY RESULTS

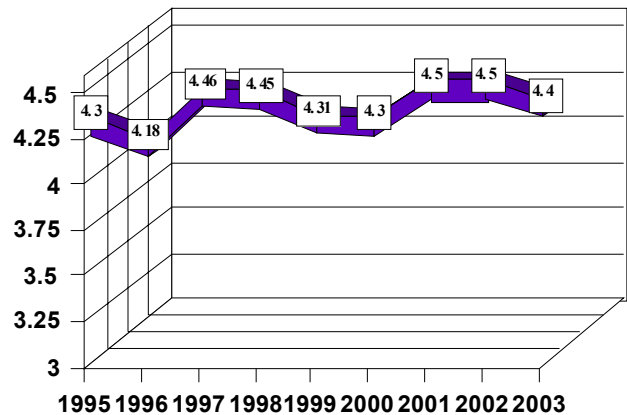
## GRAPH 2 Weighted Scores By Department 1995-2003

5=Outstanding, 4=Very Good, 3=Good, 2=Poor, 1=Unacceptable

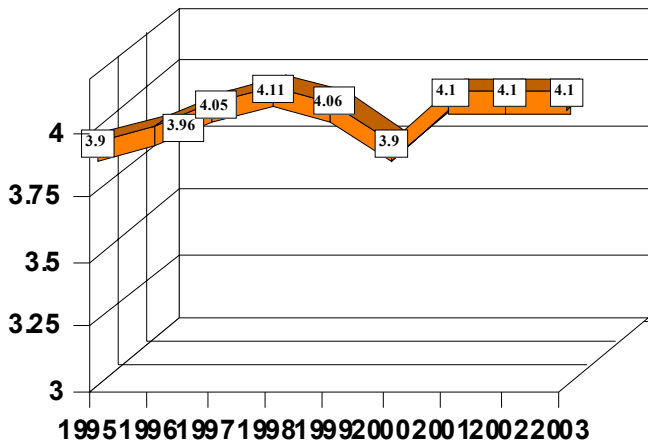
### Police



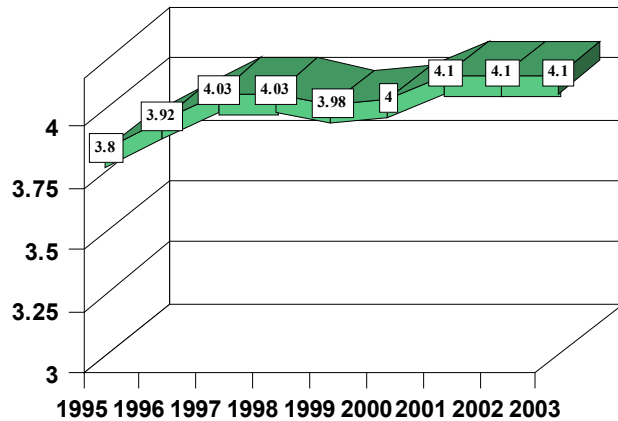
### Fire



### Public Works



### Public Utilities



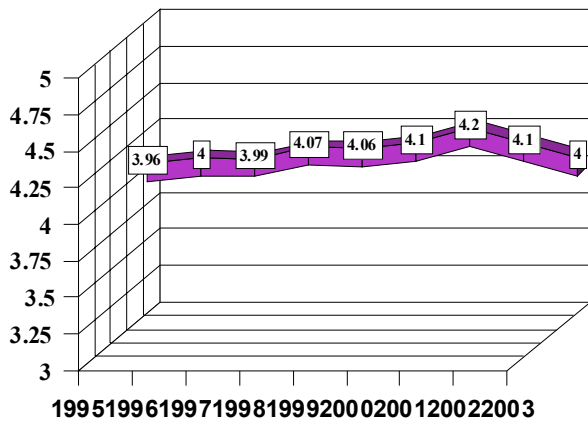
# CITY OF WILLIAMSBURG 2003 ANNUAL CITIZEN SURVEY RESULTS

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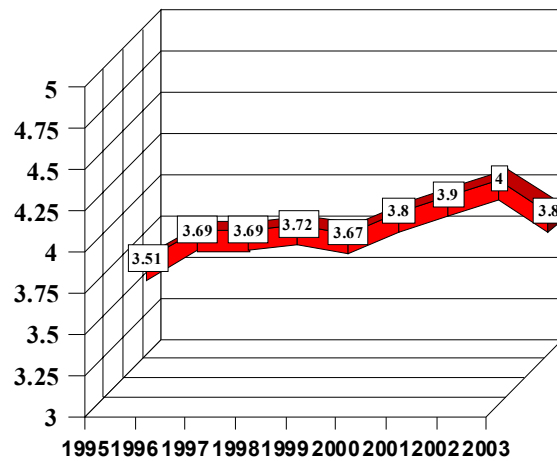
## GRAPH 2 continued Weighted Scores By Department 1995-2003

5=Outstanding, 4=Very Good, 3=Good, 2=Poor, 1=Unacceptable

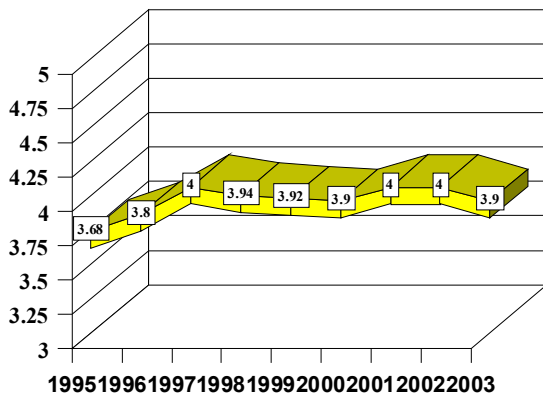
### Parks & Rec



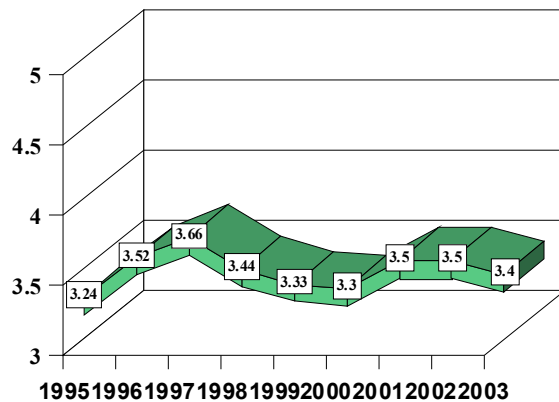
### Human Services



### Finance



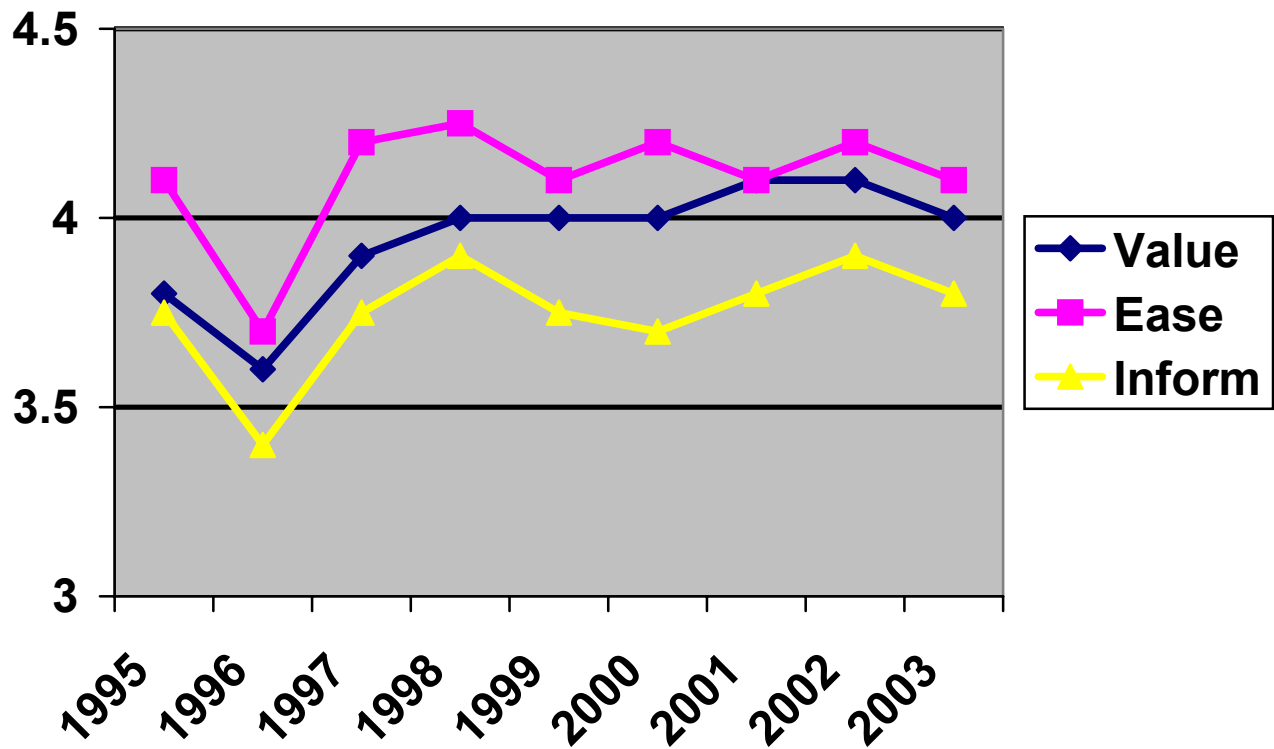
### Planning



**CITY OF WILLIAMSBURG  
2003 ANNUAL CITIZEN SURVEY RESULTS**

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**GRAPH 3  
Weighted Scores by  
Value of Services, Ease of Doing Business,  
and Information From the City  
1995-2003**



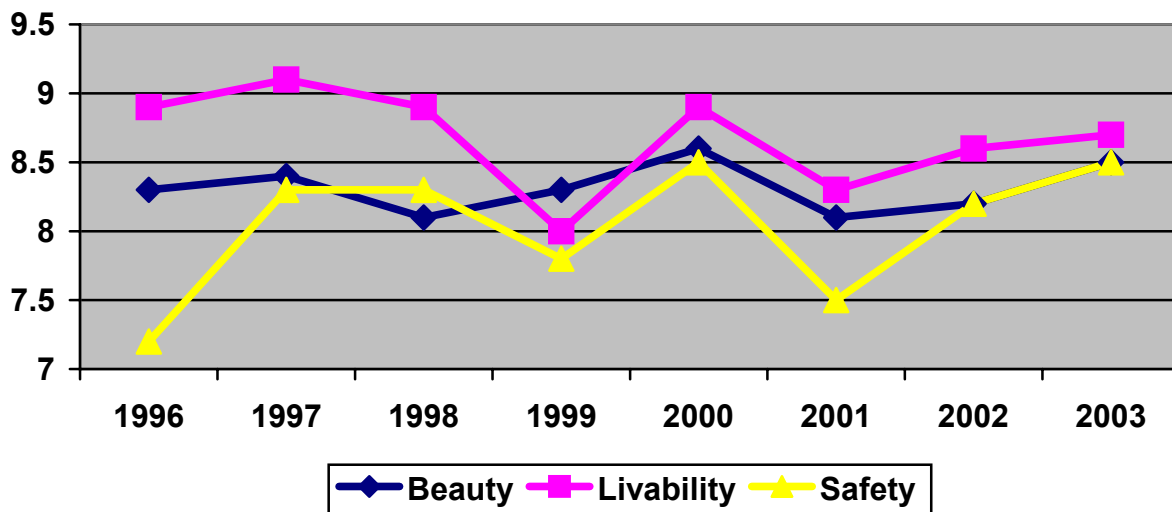
**Weighted Scores for 2003**

Value of Service: 4.0  
Ease of Doing Business: 4.1  
Information from City: 3.8

# CITY OF WILLIAMSBURG 2003 ANNUAL CITIZEN SURVEY RESULTS

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**GRAPH 4**  
**Weighted Scores by**  
**Safety, Beauty, and Livability**  
**1996 to 2003**  
(Scores range from 1 to 10.  
10=perfect)



2003 Weighted Scores

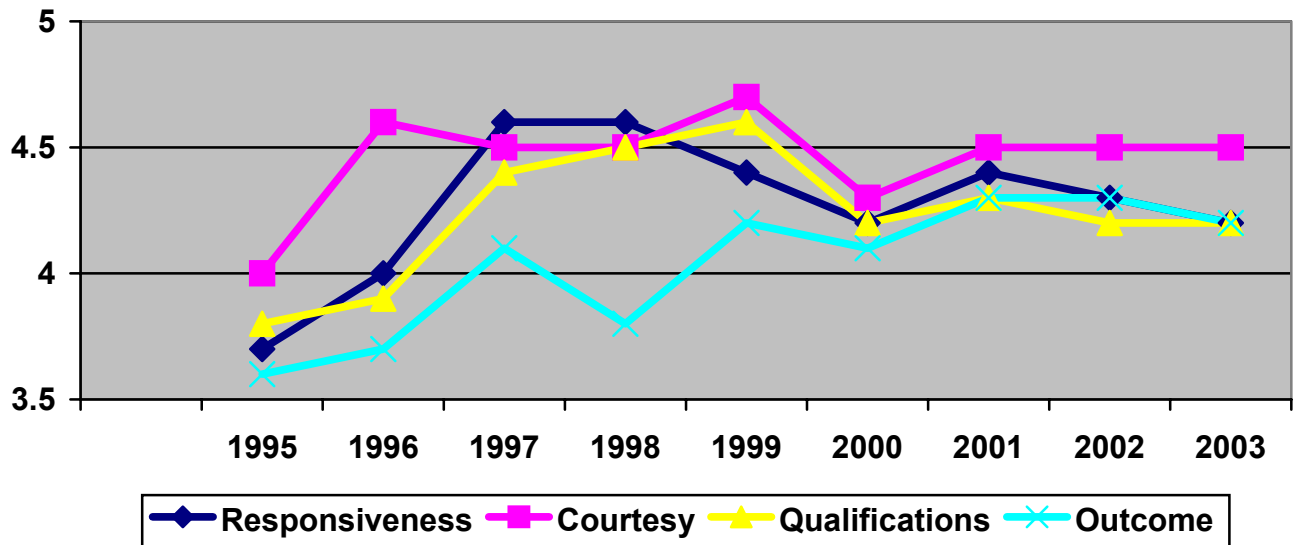
Safety: 8.5  
Beauty: 8.5  
Livability: 8.7

# CITY OF WILLIAMSBURG 2003 ANNUAL CITIZEN SURVEY RESULTS

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**GRAPH 5**  
**Weighted Scores by**  
**Direct Employee Contact**  
**1995-2003**

5=Outstanding, 4=Very Good, 3=Good, 2=Poor, 1=Unacceptable



2003 Weighted Scores:

Responsiveness: 4.2

Courtesy: 4.5

Qualifications: 4.2

Outcome: 4.2

## **SURVEY GOALS, PROCESS, & METHODOLOGY**

### **Background**

In 1995, the QUEST (Quality through Education, Service, & Teamwork) Team designed a citizen survey to seek feedback from city residents on the quality of city services. After this survey proved to be an excellent way to receive feedback, City Council agreed to conduct an annual citizen survey.

### **Goals**

The City Manager and the QUEST Team feel strongly that all local governments need to continuously seek to improve the quality and effectiveness of public services. Tools like quality surveys and performance measurement aid in this task. The goals of the quality survey are threefold:

- < Determine how City services are perceived in the eyes of residents, and educate them about city services where possible.
- < Glean information from citizens on how to improve. Get specifics on services with which they are most pleased and most displeased, and seek information useful for training employees on better ways to deliver services.
- < Analyze results over time.

### **Process**

- < Multiple choice questions on the survey were tabulated and analyzed by the Assistant City Manager Jodi Miller, with the assistance of Kim Butler of the Public Works & Utilities Office and Annette Gilbert of the Parks & Recreation Department. Michelle Woolson of the Finance Department assisted with the Internet survey component.
- < Open-ended questions were examined by the City Manager and department heads.
- < Department heads are asked to convene employees, read all comments pertaining to their department, then report to the City Manager of any comments or actions that resulted from the findings.

### **Methodology**

- < 300 names were randomly selected from the quarterly citizen newsletter mailing list to receive a survey with a self-addressed, metered envelope.
- < 152 questionnaires were returned and tabulated in the 2003 results. 117 were returned in 2002, 131 in 2001, 142 in 2000, 136 in 1999, 147 in 1998, 125 in 1997, 114 in 1996, and 122 in 1995.
- < A written survey was chosen because the QUEST Team wished to provide citizens with ample time to think about their responses. The Police Department has a proven record of getting a good response rate (50%) to their annual survey of citizens.
- < The return rate was 51% as compared to 39% in 2002, 44% in 2001, 47% in 2000, 45% in 1999, 49% in 1998, 42% in 1997, 38% in 1996, and 49% in 1995.

## SURVEY QUESTIONS & RESULTS

**Overview:** Eighty-five males (59%) and 58 females (41%) participated in the 2003 survey. They tended to be long-term residents, 60 years and old, with two people in the household. The average years in the city of respondents was 14.3 years.

### 1. Specifically, how do you rate the quality of the following city services?

μ Police (uniform patrol, investigations, 911 communications, crime prevention)

☐ Outstanding = 39%    ☐ Very Good = 46%    ☐ Good = 14%  
☐ Poor = 1%    ☐ Unacceptable = 0

μ Fire (fire prevention & suppression, emergency medical service, emergency services)

☐ Outstanding = 50%    ☐ Very Good = 40%    ☐ Good = 10%  
☐ Poor = 0    ☐ Unacceptable = 0

μ Public Works (streets, signals & signs, refuse & recycling, landscaping, mosquito control, cemetery)

☐ Outstanding = 31%    ☐ Very Good = 48%    ☐ Good = 18%  
☐ Poor = 3%    ☐ Unacceptable = 0

μ Public Utilities (water treatment & distribution, sewer)

☐ Outstanding = 31%    ☐ Very Good = 54%    ☐ Good = 14%  
☐ Poor = 1%    ☐ Unacceptable = 0

μ Parks and Recreation (parks & ball field maintenance, athletic & leisure activities)

☐ Outstanding = 21%    ☐ Very Good = 53%    ☐ Good = 25%  
☐ Poor = 1%    ☐ Unacceptable = 0

μ Human Services (assistance & services for youth, elderly, & families)

☐ Outstanding = 15%    ☐ Very Good = 48%    ☐ Good = 35%  
☐ Poor = 2%    ☐ Unacceptable = 0

μ Finance (property assessment, tax billing & collection, water billing & collection, dog tags)

☐ Outstanding = 26%    ☐ Very Good = 44%    ☐ Good = 27%  
☐ Poor = 2%    ☐ Unacceptable = 1%

μ Planning (long-range planning, zoning enforcement, site plan & archit. review, building inspection)

☐ Outstanding = 13%    ☐ Very Good = 30%    ☐ Good = 43%  
☐ Poor = 10%    ☐ Unacceptable = 4%

**2. Overall, how do you rate the quality of services the city provides?**

- ☐ Outstanding = 28%    ☐ Very Good = 53%    ☐ Good = 19%  
☐ Poor = 0    ☐ Unacceptable = 0

**3. With which department(s) have you had direct contact in the last year?**  
(You may check more than one box)

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> City Manager's Office   | <input type="checkbox"/> Finance            | <input type="checkbox"/> Police                    |
| <input type="checkbox"/> Building Inspection     | <input type="checkbox"/> Fire               | <input type="checkbox"/> Human Services            |
| <input type="checkbox"/> Cedar Grove Cemetery    | <input type="checkbox"/> Parks & Recreation | <input type="checkbox"/> Street/Landscape Division |
| <input type="checkbox"/> Commissioner of Revenue | <input type="checkbox"/> Planning           | <input type="checkbox"/> Water/Sewer Division      |

***The 152 respondents averaged 2.6 contacts with departments in the last year (2.6 in 2002).***

**4. Pick one department with which you have had the most direct contact and rate below.**

Respondents were asked to rate a specific department according to four criteria. When all department data is aggregated we get an approximation of how the city rates in these important categories. Courtesy, Responsiveness and Satisfaction with Outcome are the top qualities of city staff.

**Weighted scores of all departments** (5=Outstanding, 4=Very Good, 3=Good, 2=Poor, 1=Unacceptable)

- |   |  |
|---|--|
| <input type="checkbox"/> Responsiveness = 4.2 | <input type="checkbox"/> Qualifications = 4.2            |
| <input type="checkbox"/> Courtesy = 4.5       | <input type="checkbox"/> Satisfaction with Outcome = 4.2 |

**5. The City's Vision Statement calls for Williamsburg to become progressively safer, more beautiful, and more livable. On a scale of 1 to 10, how would you rate our city?**

- |                          |   |   |   |   |   |   |   |   |          |    |                             |
|--------------------------|---|---|---|---|---|---|---|---|----------|----|-----------------------------|
| <b>Very Unsafe</b>       | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | <b>9</b> | 10 | <b>Very Safe (8.5)</b>      |
| <b>Very Unattractive</b> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | <b>9</b> | 10 | <b>Very Beautiful (8.5)</b> |
| <b>Very Unlivable</b>    | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | <b>9</b> | 10 | <b>Very Livable (8.7)</b>   |

6. Overall, how would you rate the value of services you receive? (Are you getting your money's worth from city government?)

☐ Outstanding = 25%   ☐ Very Good = 49%   ☐ Good = 24%  
☐ Poor = 2%   ☐ Unacceptable = 0

7. Overall, how easy is the City of Williamsburg to do business with?

☐ Very Easy = 34%   ☐ Easy = 44%   ☐ Neither = 20%  
☐ Hard = 1%   ☐ Very Hard = 1%

8. Overall, does the city do a good job at keeping you informed of matters affecting you?

☐ Outstanding = 16%   ☐ Very Good = 50%   ☐ Good = 29%  
☐ Poor = 4%   ☐ Unacceptable = 1%

9. Of the city's methods of communicating with the general public, rank the following from 1 (most) to 4 (least) according to how useful each is to you.

  2   Quarterly newsletter     4   Ch. 48 bulletin     3   Internet web page     1   Newspapers

10. Does your neighborhood have some form of a neighborhood association?

☐ Yes= 76%   ☐ No= 24%

If yes, do you consider your neighborhood association

☐ Formal=53 %   ☐ Informal=47 %  
☐ Active= 81%   ☐ Inactive=19%

11. How often does your neighborhood association meet?

☐ Quarterly or More=27%   ☐ Annually=42%  
☐ Semi- Annually=6%   ☐ When called=25%

12. Who do you look to as the leader(s) of your neighborhood association

13. How would you rate the level of city services provided to city neighborhoods?

☐ Outstanding=20%   ☐ Very Good=49%   ☐ Good=27%  
☐ Poor=4%   ☐ Unacceptable

14. How well does the city partner with city neighborhoods to address neighborhood issues?

☐ Extremely Well=11%   ☐ Very Well=50%   ☐ Well=32%  
☐ Poor=7%   ☐ Unacceptable

15 & 16. What one city service are you most pleased with? Why?

AND

What one thing could we do to improve your level of satisfaction with city services?

The open-ended questions are a terrific form of feedback. The 8½ x 14 inch survey format allows for more space to comment. Attached are the comments that were included with the 2003 survey results.



## Comments on Questions No. 15 & 16 from Citizen Survey of Fall 2003

#15. What one City service are you most pleased with? Why?	16. What is one thing we could do to improve your level of satisfaction with City services?
Trash collection/recycling. Also police are excellent checking properties when families are away. Should have spaced Hurricane pickup farther apart (much more critical than leaf pickup!)	City could/should be more aware of the activities/relationships of bordering neighborhoods with James City, York, etc. To aid this it would help to have all 3 municipalities employ the same scale for blueprints of properties along the borders.
Departments are very responsive!	Keep up the outstanding services.
Finance – easy and convenient to pay in person.	<u>Enforce</u> traffic laws!
Our garbage pick-up and leaf pick-up.	
	Make everything less expensive for seniors.
Trash and Recyclables pickup twice and once per week respectively. NOTE: Excellent hurricane damage/debris removal was extremely efficient and timely. Thank you! NOTE: (Ref. #15) Once per week trash pickup is also acceptable by this family. Major cost savings...Think about it! P.S. Thanks for waiving the city vehicle sticker fee!	Increase police traffic enforcement activities on major city streets i.e. Jamestown Rd and Richmond Rd
Police & Fire – all of the personnel are highly trained and interact well with people.	City Council needs to wise up with some of their decisions. Re: businesses, development, etc. – if they had been a little more flexible – the hospital might still be in the City limits – for example – fighting a parking garage because it goes above a certain height – who lives on Matoaka Court that pulls that much weight???
Clean up after Isabel – Outstanding?	
	Keep streets cleaner.
Trash collection – dependable	Need better communication between <u>City</u> and <u>W&amp;M</u> . <u>Potential Huge Problem</u> – Building on Barksdale Field – done without consulting with City and neighborhoods – <u>Traffic on Jamestown Rd</u> . *City needs to take a stand on these issues.

## Comments on Questions No. 15 & 16 from Citizen Survey of Fall 2003

#15. What one City service are you most pleased with? Why?	16. What is one thing we could do to improve your level of satisfaction with City services?
Parks & Recreation – Friendly staff, superb facilities & equipment, enchanting location, fee structure that encourages use...Just wonderful for fishing, hiking, feeding the ducks...	Provide increased surveillance of current speed limits on South Henry Street and Jamestown Road between the lake & 199. Thanks!
Trash & recycle	My worst fear is to see the beautiful homes on Powell St, Burns & Goodwin Street become rental property – this involves too many people living in a single family dwelling and the additional traffic. We need controls to preserve our “old Williamsburg” neighborhood – this is the “real” Williamsburg.
Garbage collection.	Only been here two years. So far it is a great place to live. I would hope the city would not prevent restaurant/pub/entertainment entrepreneurs to offer more venues.
City property assessment office – pleasant & helpful	Attitude
Water – it stayed on in Isabel.	Improve delivery of power, cable & phones services. Put wires underground.
Recycling & trash pickup = timely and operate good equipment.	Merchants Sq/pedestrian traffic are at conflict.
<u>Police</u> – these folks continue to do an outstanding job. They are courteous, responsive, and effective. I appreciate them being on duty 24/7 to protect our city, its citizens and our visitors.	Provide a consistent, understandable property assessment program. The current program is neither. Its main objective appears to be directed toward assuring an annual increase in taxes rather than following market trends (and even their own published guidelines). I am <u>very</u> dissatisfied with the current state of affairs.
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> Storm Recovery  Leaf pick-up  Trash pick-up  Recycling pick-up </div> <div style="font-size: 3em; margin-right: 10px;">}</div> <div>Outstanding service</div> </div>	Am happy as is.
Police – They are responsive & polite.	Make CW & College area safer.

## Comments on Questions No. 15 & 16 from Citizen Survey of Fall 2003

#15. What one City service are you most pleased with? Why?	16. What is one thing we could do to improve your level of satisfaction with City services?
Com. of Revenue – very friendly, helpful, informative, effective and efficient.	We would like to see the City increase its revenue so to increase its spending of various service. The City needs larger contributions to the CUB (Not CW) for the purpose of Destination Marketing. The City needs to look tourism as its' own business.
Planning & Public works, responsive.	Restrict student parking.
I'm not pleased with one any more than the others.	Don't have an opinion.
Trash Collection – Do an excellent job. Did an excellent job after Isabel.	Basically well pleased with City services.
They are all very good. Planning is one I sometimes disagree.	Repair sidewalks – Pick up debris more often.
	Repaint the white no-parking spaces on South Boundary. Plus extend the no parking zone near the entrance of Counselors Close. The college students now park on the west side of South Boundary so close to that entrance that it is causing a serious traffic problem and causes an accident just waiting to happen.
Trash pick up	Stop sending out these forms!
Trash removal – pleasant – helpful – kind men – never leave a mess!!! 😊	Keep hiring the same helpful people – always a smile & they take time to answer questions, even stupid ones!
	I think the City should keep tighter reins on those people who invest in housing for rentals to W&M students.
— Trash pickup is timely, people are kind, pick it up even if you forget to set the trashcan on the curb. — It is also free.	N/A
It is difficult to choose! All finance agencies are well handled. Police are “on the job”, protective, but unobtrusive. Streets are clean, well kept; snow removal is prompt.	Set up a dedicated performing arts center.
Public Utilities – Provide services at a very reasonable cost compared to other cities.	No suggestions – keep up the good work.

## Comments on Questions No. 15 & 16 from Citizen Survey of Fall 2003

#15. What one City service are you most pleased with? Why?	16. What is one thing we could do to improve your level of satisfaction with City services?
The city did an outstanding job with limited personnel and funds in the handling of the huge job caused by Hurricane Isabel.	
	Make sure all street lights/lamps are in working order.
Safety – rapid response.	Don't change Williamsburg.
<u>All</u> city service are outstanding!!	We are more than pleased with our city services!!
Finance Dept. – Personnel are knowledgeable, courteous and friendly. In addition, assessments are fair, true to value while funds are used judiciously.	As a new resident to this area, it would be helpful to receive materials providing an orientation to city services. We are still learning by word of mouth, about the many benefits of being a Williamsburg resident.
Not in city long enough to evaluate in most categories.	Continue collection of debris from Isabel.
	Pave the streets of Highland Pk. many years
Beautifications – love the pretty plantings in and around town.	Enforce the laws on <u>small</u> signs & <u>ugly paint jobs</u> on stores along Richmond Rd.
Availability of City Council members and other city officials – easy to talk to them. > Transportation Center – very welcoming.	Get empty businesses and homes either used or removed. Biggest blight we have. Streetlights brighter at crosswalks so drivers can see waiting pedestrians.
None – except Police & Fire	Stop W&M from expansion on Jamestown Road
Fire/EMS – Having found it necessary to call EMS (911) on numerous occasions they have responded <u>very</u> quickly and were more than capable of handling the situation. I would say that they actually saved my life when I had a heart attack, which resulted in a 5-way bypass.	<u>Very well</u> satisfied – no suggestions.
Police – I have confidence in them, specially the “old-timers.”	Fire the City manager and replace with someone who listens to & understands our citizens. It is obvious that Mr. Tuttle is pushing his personal vision of what a city should be instead of listening to its citizens. We are

## Comments on Questions No. 15 & 16 from Citizen Survey of Fall 2003

#15. What one City service are you most pleased with? Why?	16. What is one thing we could do to improve your level of satisfaction with City services?
	becoming Tuttle town, "A Town Without A Soul." Whatever has become of the town I once loved. Bring back Frank. I don't believe it possible to do a worse job than Tuttle has done.
Generally satisfied with all services I have come in contact with.	Like to have curb and gutter installed even if all property not assessed a reasonable fee.
Refuse. Did a good job after Isabel but not long enough.	Extended clean up of debris after Isabel.
Clean up everything so well. Recycle, garbage collection, leaf collection.	I have no complaints.
ALL	Continue as you do.
Many of our neighbor's are senior citizens and the emergency services are Outstanding!	Please try to make the Richmond Road corridor to the City more attractive to tourists and make us proud of our beautiful City!
Public works – very dependable and responsive.	Review property assessment procedures. A 25% increase in one year in a down economy does not make sense to me.
	Rental Inspections.
Garbage, trash, etc. – <u>Police</u> – Do their best on John Tyler Ln patrol.	We have a terrific deal here – library, police, public works, etc. Whatever happened to the John Tyler Ln Circle, which I opposed? Believe City wasted money on this survey, but we can't have everything.
Not qualified to judge	Make neighborhood associations live up to their obligations. <u>Tar &amp; feather Cox!!!!!!</u>
Trash & yard debris pickup. It is very convenient.	City does not maintain city sewer line in our area on a regular maintenance schedule. Because of this I had to pay a plumber over \$100 to clean out the line. The city would not reimburse!
The trash collectors	
Police were very helpful after our break in this past summer @ Priorslee. They continued patrolling & called/stopped by to let	— Clean up trash on 143. — Repair sidewalk area from Priorslee to Farm Fresh complex.

## Comments on Questions No. 15 & 16 from Citizen Survey of Fall 2003

#15. What one City service are you most pleased with? Why?	16. What is one thing we could do to improve your level of satisfaction with City services?
<p>us know any updates on the case. Also, the woman plain-closed officer was very helpful. <u>Also</u>, the electric co. after hurricane worked very hard for us all. They should be commended.</p>	<p>— Sidewalk on Capitol Landing – international students <u>walk</u> on street (very unsafe) &amp; on bikes w/o lights &amp; helmets.          — Bus depot outside Food Lion on Richmond Rd – no place for people to sit. Always a group of people standing w/packages. Would be nice for them to be able to sit.          — No one place by city for water after hurricane.          — Thank you for this form.</p>
<p>Too soon to say. (Have not dealt with many yet.)</p>	
<p>Trash pickup, recycles &amp; leaf collection &amp; hurricane Isabel clean up.</p>	<p>Inspect <u>all</u> rental property, not just in a certain zone, trash &amp; litter, wires on driveway &amp; hazardous leaning trees, barking big dogs all day, every day, parking on lawns, untrimmed shrubs &amp; lawns, “drinking”,...college students          *<u>The City</u> attorney (Phillips) dept should confront owners regarding the hazardous trees – not us old sr. citizens.</p>
<p>Police – helped determine why we were having false alarms.</p>	<p>Lower taxes.          ☆ Build a sound barrier for 199 ☆</p>
<p>Fire Department – both paid &amp; volunteer knowledge, ability &amp; response</p>	<p>Greater consistency in property evaluation.</p>
<p>Public Works – Garbage, Recycle pickup always on time; reliable. Excellent job picking up storm debris.</p>	<p>Police – Enforce speed limit on Jamestown Road between Walsingham Academy &amp; College area. Consider comprehensive review of speed limits. Some areas excessively low eg. John Tyler Rd (25 mph) some areas of Rte 60 (25 mph).</p>
<p>Leaf pickup &amp; snow removal – Prompt &amp; Dependable.</p>	<p>Police could better utilize their efforts dealing with traffic violations rather than speeding violations. i.e. People who run red lights, or change lanes improperly are so much more of a menace than those who violate speed limits. Storm Debris: Members of our Association piled debris from our common area along sidewalk on Longhill Road – I hope it is on a list to be picked up - ??? Also a large tree is leaning over power lines in wooded area in</p>

## Comments on Questions No. 15 & 16 from Citizen Survey of Fall 2003

#15. What one City service are you most pleased with? Why?	16. What is one thing we could do to improve your level of satisfaction with City services?
	back of hotel across from Kiwanis Park. The power company agreed it should come down, but no action. Is there a number where citizens can call?
Today the Fire dept. – they put the fire out at my house and had the power back on in 4 hours – good men!	Just hold the line – keep the peace - & take care of the College.
Fire and Rescue-I've been ill since April 03 & they have responded to my needs "promptly"	
Liaison with Kotarides Builders to correct/prevent serious drainage issues provided by Carolyn Murphy. Service: A++	N/A
Streets	None-Can't think of anything..control slum lords better.
Planning-they understand how important it is to control the growth of the City	Police could enforce the bicycle rules-it is very dangerous when students, residents, and tourists ride on the left.
Police when they check the neighborhood.	Have neighbors keep their yards clean.
Public safety-Fire and rescue.	Better record keeping.
I can't say what one service that I can name to be the most pleased with at this time. I perceive them all to be <u>good</u> at this time, <u>but</u> if I have a problem I will call the City personally.	Making sure that all empty lots or houses are clean of grass and fence clean of growing weeds and debris. Clean streets when it snows, make <u>sure</u> that we get the service for mosquitoes during the summer months but before 9-9:30pm when people are sleeping. Make sure there is enough spray to use when spraying not like the cigarette like smoke now.
The library. Very good resources, convenient hours, nice people.	
It would be difficult to choose.	I can find no fault.
Waste disposal. They are very good about picking up debris put out at street.	

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City maintenance.	Place human being in "paid" parking lot. Exit very confusing and frustrating.
After Isabel clean up was awesome Thanks!	In all of the city services listed on #1 on reverse, the number 1 issue in some focus groups – traffic congestion, mobility choice – is not a single focus of one service. It's importance in the future "livability" of the city might warrant a separate department.
The most valuable resource fro me was your city's social services and divisions with it! I was able to receive public assistance without a lot of hassle and run around.	I wish it was not so expensive to live within the city!
Overall – financial and refuge pick-up	Emergency info during hurricane!
Finance – efficient. Public Works – ditto. Parks & Recreation good facilities (with JCC County)	More information on major issues, e.g. impact on city of college dorm expansion plan, justification for unduly "dressy" (and costly) camouflage of new parking building, construction of parking facility at Quarterpath area, etc.
Streets/Landscape – excellent job after Isabel.	You're doing a great job! You <u>could</u> provide a return envelope big enough for this form or reduce the form. NEVER MIND...I GOT IT WORKED OUT!
Recycling & trash services – they are prompt, courteous, and neat.	<ul style="list-style-type: none"> <li>● Respond to suggestions &amp; comments concerning problems. I have been ignored on 2 issues even if they are not "earth shaking."</li> <li>● Crackdown on Cox RE: contract requirements &amp; service</li> <li>● Coordinate HRSD billing services – they are remiss on rebates resulting in charges for irrig. system water not flowing to sewer system.</li> </ul>
Water/sewer service – Availability of service continued after Hurricane Isabel while many local areas had interruptions or sanitation problems.	Constant reassessment of property values with double digit increases each year does not seem reasonable. Just because market values have been strong should not lead the city to automatically raise assessments. Give homeowners an occasional break!

## Comments on Questions No. 15 & 16 from Citizen Survey of Fall 2003

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All of them.	We are pleased.
	None. Great service.
All my questions and concerns are answered immediately and politely.	Don't have any suggestions. Thank you for all your good work.
Police do a good job. Civil and efficient.	Wetlands regulation needs clarification. Building of house was held up for months regarding trees on wetlands. City seems to control every tree on these and won't let you cut them, but when these unsafe trees fall on my house, it is my responsibility to pay for their removal and damage to my house. This does not seem reasonable and fair to me. I have trees leaning toward my house now from the recent hurricane. Whose responsibility are they? It seems that the city can tell you what to do without any responsibility on their part for the regulations.
Police...very visible where it counts.	Increase <u>CODE ENFORCEMENT</u> on rental properties. Impose higher standards for new construction.
Trash & recycling pick-ups have been consistent even with all the rain, hurricane, etc.	I would like to see more leadership independent of CW & the College. It seems at times we are powerless to control our city.
	Speeding on Newport Ave was stupefied by the city with typical bureaucratic results. 20% of vehicles were exceeding the speed limit – but reported as an <u>average speed of 19 mph</u> – somewhat like saying that a man with one hand on a hot stove, and the other in a bucket of ice water is <u>on average comfortable!</u>
Free trash collection!	We need more streetlights on S. Henry St., it is too dark. We need more parking in town.
Fire & police.	Nothing.
Trash pick-up. Twice weekly is very convenient and the service of the fellas that do it is great!	Nothing that I can think of.

## Comments on Questions No. 15 & 16 from Citizen Survey of Fall 2003

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Police & fire – fast response, friendly services, helpful.	Annual recap of who to call for each service and a recap of available services.
The public works department have been great. We've only lived here for a short period of time, but we're enjoying the city and look forward in becoming more involved in the community.	
WE LOVE LIVING HERE – and are extremely pleased with the city & its ADMINISTRATION!	Nothing to complain about except "Isabel." Thanks!
Fire & police – very professional with quick response.	
Streets are well cared for. Landscape did great after hurricane. Every dealing I've had with finance has been very good. Staff is friendly, helpful, professional. I like having my checking account debited for bills for water.	I live at the end of a dead end street (Jefferson St). The bushes in the street get quite big and need to be trimmed occasionally.
All services pretty much equal.	So far, so very good. Hope it stays the same or, can it get better???!!
Difficult to choose, haven't had much contact with. Get prompt service when city's part of sewer line plugs, police & firemen helped remove a snake from my house. Great library and recreation dept. Leaf collection & sweeping is impressive.	Maintain our "smalltown" conviviality.
Garbage pickup because it's consistent.	We find your inspections whereby you tell us we need to paint v. annoying. You treat us as if we have no brains and can't decide that for ourselves. We find it insulting and degrading. Why don't you enforce these same regulations on the college houses on Richmond Road which truly are offensive?? And don't even try to use that flimsy excuse about them being exempt!! That rule in itself is criminal.
Fire & EMS – response time is great – team is well trained and well equipped.	Be more flexible in zoning for the cottage industry. B&B's in particular, as a viable addition to the tourist trade vendor category.
Police	

## Comments on Questions No. 15 & 16 from Citizen Survey of Fall 2003

#15. What one City service are you most pleased with? Why?	#16. What is one thing we could do to improve your level of satisfaction with City services?
Landscaping – Exceptional!! Streets are clean, flowers, shrubs, trees, mulch – everywhere. Nicest I have ever seen.	<p>Fire John Catlett and Reed Nester. These two spend their time finding ways to make our lives miserable. They have never attempted to find a way to help. Most deceitful self-serving men.</p> <p>* Traffic is getting <u>terrible</u>!</p> <p>* Raise speed limit on John Tyler Lane to 30 mph.</p>
Fire & emergency medical services, responsiveness.	I don't understand the planning process, but I was concerned when I heard of a plant to put high-occupancy residences in the 1200 block of Richmond Road. I felt that was ill-advised for a lot of reasons.
Garbage collection. It is included in the taxes, it requires no administrative nursing on my part, and it works!	
Parks & Rec – we frequently because of great facilities.	Development
Garbage pick-up.	Housing – or Administrative Buildings/Houses on Jamestown Road across from William & Mary. Need to be <u>restored badly</u> !
All	The City is doing a great job. Keep up the good work.
Fire department – Quick and effective response	Better control speeding on Jamestown Road!
	<p>* Offer more parks &amp; recreation programs.</p> <p>* Repair the roads.</p>
Recycling, leaf collection, garbage collection.	
Emergency Services – They respond to your calls immediately. That is so important, especially when there is a life or death situation.	

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I'm most pleased with cleaning department, such as cleaning the streets, spraying the community when needed, gathering lg trees that have fallen, and many other duties to keep us safe.	You may improve your level of satisfaction in my neighborhood, my concern we are last to be served, when storm came and shut out our lights, our service were very poor. Everyone around us had their service cut on for at least a week before it came to our community. Our neighborhood is within the city.
Finance.	More low income housing. Enclosed shelters at bus stops.
Good police response – many loud parties in my neighborhood make me call them often and they respond quickly.	Enforce rules – Many houses near me are not kept up, yards not mowed, trash thrown around and parked in front of houses. Aren't there neighborhood inspections? new construction is inspected but old buildings are left to deteriorate.
All are very good but police & fire depts. are very visible and I think they do a great job. Except for the speed traps on Richmond which I think gives the city a bad reputation. There is a big 45 mpg sign then less than ¼ mile a 35 mph sign then police.	Take a stand against management at Colonial Williamsburg. Current management has colonial Williamsburg in a death spiral. I think rates have gone from \$19-23-39-49 in the last 5 years. Their changes in Merchants Square have been <u>VERY BAD</u> . Also I think we are overspending on education for what we get. (Results compared to York County.)
1. The solution to the traffic problem on John Tyler Highway. 2. It has slowed the speeding situation considerably.	
Public Utilities – our neighborhood is old and such our sewer is <u>in need to be replaced</u> . The Public Utilities worker you have are always prompt, courteous and get the job done.	Install a new sewer in our neighborhood. 709 Monumental.
Most of the time.	
	City should encourage (“force”) the College to provide more parking for its students. They should force students to use the tunnel under Jamestown Road and <u>not</u> provide so many

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	cross walks on Jamestown Road.
City road & highway maintenance – roads are in good repair, after hurricane they worked round the clock to get them drivable. Respond quickly to problems.	WRHA is poorly managed and do not maintain their projects very well. Condition of Triangle Building and roof is unconscionable. Also is it a conflict of interest to have Chairman's husband on City Council?
Refuse/recycling/leaf removal and keeping signs size limited.	Change speed on Richmond Road to 30 mph.
Landscape department – Al Brenick and his crew did an OUTSTANDING job following hurricane Isabel to help clean up the city.	Improve traffic congestion areas – Jamestown Road & Route 199 – Monticello Avenue and Ironbound Road.